GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:4592
ANSWERED ON:25.04.2008
COMPLAINT AGAINST SBI BRANCHES IN TRIBAL AREAS
Dube Shri Ramesh

Will the Minister of FINANCE be pleased to state:

(a) whether the State Bank of India has its branches in tribal areas;

(b) if so, the details thereof, area-wise;

(c) whether the Union Government has received representations or complaints regarding non- functioning of computer network of banks in tribal areas resulting in very poor service to the people in tribal areas;

(d) if so, the details of such complaints, area-wise; and

(e) steps taken or proposed to be taken to improve the functioning of SBI branches in tribal areas?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE(SHRI PAWAN KUMAR BANSAL)

(a) & (b): Yes, Sir. The State, District and Circle-wise details regarding number of State Bank of India (SBI) branches functioning as on 31.03.2008 in Districts with significant tribal population (based on the respective State census data) are annexed.

(c) & (d): SBI has reported that no complaints regarding non-functioning of computer network, are in their notice at the branches of SBI functioning in the State, District and Circle as reported at (a) & (b) above.

(e): The updated Core Banking Solution of SBI at the branches, in combination with the Alternative Delivery Channels like ATMs/Internet Banking, etc. are providing improved service to customers. In remote areas, SBI is also running pilots for reaching the people through the Business Facilitator/Business Correspondent model, using the SBI Tiny cards (chip based smart card).